



IT SYSTEMS MANAGER

UNIT: Internal Operations

IMMEDIATE SUPERVISOR: Director, Internal Operations

DIRECT REPORTS: Analyst; Database Assistants; IT Helpdesk Technician/Database Assistant; Membership Records Administrators; Network Administrator; Receptionist/Membership Records Administrator; Records Management Administrator.

UNION: UNIFOR

The IT Systems Manager is responsible for supporting efficient and secure union operations and records management through robust IT systems and infrastructure. The Manager provides leadership, direction, coordination, supervision, and technical guidance to the IT Systems unit.

RESPONSIBILITIES

- Lead, coordinate, maintain, and optimize MGEU's IT and records management systems and infrastructure to meet the current and future needs of the union.
- Analyze current systems and infrastructure and identify, recommend, and implement projects to improve and optimize performance and efficiency.
- Propose, plan, manage, oversee, and participate in IT and records management projects, including coordination of resources and timetables with direct reports, system users, and external vendors.
- Leads direct reports in the IT Unit by:
 - Participating in the hiring process.
 - Providing guidance, support, coaching, coordination, and direction.
 - Mentoring and developing staff for current and future positions.
 - Approving overtime, vacation, and other leaves of absence.
 - Utilizing the progressive discipline process, if required.
- Prepare appropriate disaster recovery, back-up, security, and control procedures for the union's IT and records management systems and infrastructure.
- Ensure policies and procedures for IT and records management systems and infrastructure are user-friendly, complete, and up-to-date.
- Prepare and deliver documentation and training to users for records management and for IT systems and infrastructure.
- Forecast requirements; advise on annual budgets; schedule expenditures; analyze variances; initiate corrective action.
- Prepare written briefing notes, analyses, and reports related to IT systems and records management, as required.
- Participate in regularly scheduled management meetings.
- Stay up-to-date on technology innovations and trends relevant to the union's operations.
- Other duties as assigned.

QUALIFICATIONS

- Diploma or degree in Computer Programming, Computer Science, or related IT discipline.
- A minimum of five (5) year's experience working as an IT leader or project manager in an IT department of similar or larger size and complexity.

- Demonstrated experience with:
 - supervising and leading staff;
 - project management and planning;
 - research, mapping, and analysis of internal business processes to identify opportunities to optimize and automate them;
 - SQL programming and query optimization;
 - Microsoft Power Automate;
 - APIs and software integration;
 - Object-oriented languages, including .Net, .Net.Core, C#, and Azure cloud platform; and
 - Electronic records management.
- Strong interpersonal and leadership skills.
- Effective verbal and written communications skills.
- Working knowledge of UnionWare or similar database is an asset.
- Business acumen in setting strategic goals, determining resource requirements, and developing and implementing plans.
- Ability to multitask and manage a workload with competing deadlines and priorities.
- Strong critical thinking skills.
- Knowledge and/or experience working within MGEU or other union environment is an asset.
- Ability to work overtime periodically, as required.

Please forward resume to humanresources@mgeu.ca by Friday, February 7, 2025, at 4:00 pm.